



The John Hampden Surgery Newsletter

Dr Mallard-Smith / Dr Roberts

Dr Payne / Dr Stanbrook



October 2024

WE ARE NOW BOOKING FLU VACCINATIONS

Please contact the surgery team to arrange your appointment.

We will also be offering other seasonal vaccinations at your scheduled appointment, to save you needing to attend several times. We will discuss these additional vaccines, if eligible at the time of your appointment. These include Shingles vaccine and Pneumococcal.

NEW RSV Vaccination

From September 2024, all adults turning 75 on or after the 1st of September and pregnant ladies will be eligible for the routine Respiratory Syncytial Virus vaccination.

What is RSV?

- RSV is one of the common viruses that cause coughs and colds in winter. It is transmitted by large droplets and by secretions from contact with an infected person. The virus can survive on surfaces or objects for about 4 to 7 hours and the incubation period is about 3 to 5 days.
- RSV circulates in temperate climates and epidemics generally start around October and last for 4 to 5 months, peaking in December. The sharp winter peak varies little in timing or magnitude, in contrast to influenza virus infection which is much less predictable in its timing. In most people, RSV infection causes a mild respiratory illness, but for a small number of people who are at risk of more severe respiratory disease, it might cause pneumonia or even death.
- High risk groups are the very young (under 1 year of age) and older adults. Infants aged less than 6 months frequently develop the most severe disease and require hospitalisation. Children born prematurely or with underlying lung disease, and the elderly with chronic illness are also at risk of developing severe disease.

The surgery will be announcing our plans for supporting patients accessing this vaccine in the coming weeks and months. This service is likely to be delivered with our primary care network team across the Mid Chiltern area. More information about clinics will follow however in the meantime for further information about this vaccination please visit – [NHS England » General practice respiratory syncytial virus \(RSV\) vaccination programme: contractual guidance](#) or see the below leaflet.



The practice will be closed

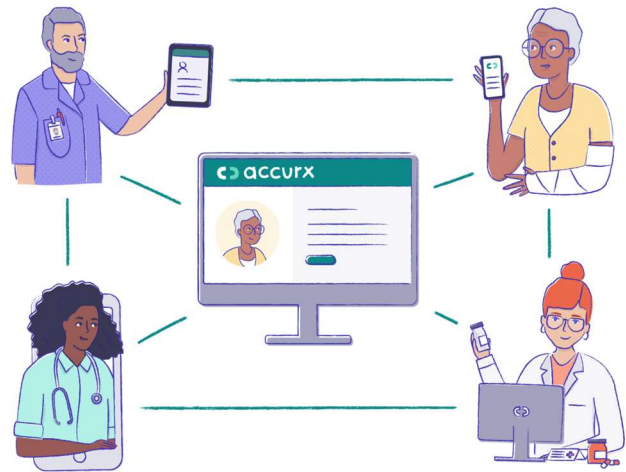
- Wednesday 25th Dec
- Thursday 26th Dec
- Wednesday 1st Jan 2025

FOR ANY MEDICAL CONCERNS DURING THESE TIMES CALL 111.

New way of contacting the surgery

In common with many other surgeries, **since the 29th of July** we have been using a new model for GP appointments, medical and administration enquiries via our online contact form. We call this 'online triage'.

Patients have still been able to telephone the surgery. But this new method is proving more efficient for booking appointments and getting you the right care. It has also freed up the telephone lines for patients who are vulnerable or do not have internet access, and also for requests for nurse appointments which will still be by phone.



What this means for you - Instead of ringing the surgery, you will fill in a short form on your computer, tablet or smartphone. There's one form if you want to make contact about a medical matter, and another one if you have an administrative query. If you do phone, our receptionist ask the same questions that are on the form.

All the medical forms are looked at by the clinical team. They will read what you say about your medical condition and decide next steps. You then hear directly from the practice by phone, text, or email (you can say which you prefer).

All forms are reviewed by the responsible team within 48 hours. The information you put on the form is kept confidential in the same way we do with your medical records. These new arrangements do not affect the existing methods of getting help, including 999 for any emergency and 111.

The form is available through our practice website and can be used between 8am and 4pm weekdays.

There's a video showing how the new system works [Patient Flash Demo: How to submit a medical request in Patient Triage \(youtube.com\)](#). There's also an FAQ guide on our website.

The patient group did a survey of some patients to prepare for online triage before we went live back in July. They can be reached at jhs.patientsgroup@nhs.net

We are pleased to confirm we will be continuing with this new approach and would like to thank you for your patience during the initial stages of the new system.

Dr Mallard-Smith and Partners

FAQ(s) RE NEW TRIAGE SERVICE



1. What is the new triage model?

The new triage model is a system where all GP appointment requests, medical queries, and administrative inquiries are submitted through a triage form, including prescription requests. This form can be accessed via a link on our practice website John Hampden Surgery - powered by My Surgery Website or through the NHS login or online equivalent, Log in - NHS App Online (service.nhs.uk).

2. Why is the practice moving to this new model?

The practice is adopting this model to reduce phone queue times, increase efficiency, improve patient accessibility, and provide more flexible communication options.

3. How do I submit a triage request?

You can submit a triage request by filling out a form available on our practice website John Hampden Surgery - powered by My Surgery Website or through the NHS login or online equivalent, Log in - NHS App Online (service.nhs.uk).

4. Who will review my triage request?

All triage requests will be reviewed by a clinician, ensuring that your medical and administrative needs are assessed by a qualified professional.

5. How will I be contacted after submitting my request?

We aim to contact you within 2 working days after reviewing your request, the practice team will contact you based on your indicated preference—by telephone, text message, or email.

6. What if I don't have access to the internet or can't complete the form?

If you do not have internet access or are unable to complete the form, our reception team will be available to assist you.

7. I have a vulnerable relative; how will this new process apply to them?

We would still request a triage form is completed; the system will allow someone other than the patient to complete this on their behalf. In addition, our experienced reception team can assist. This will allow the team to safely triage the need.

8. Are there any exceptions to submitting a triage form?

No, all requests for GP appointments, medical queries, and administrative inquiries must be submitted through the triage form without exception.

However, nurse appointments will still be bookable via the reception team by calling the practice.

9. Is my information secure with ACCURX?

Yes, ACCURX is an approved NHS partner and complies with strict confidentiality and governance requirements for use in the NHS. More information can be found by clicking the following link, [Accurx | Security](#).

10. Is there a guide to help me complete the triage request form?

Yes, there is a 5-minute video available on our practice website to help you familiarize yourself with the simple process of completing the triage request form. Patient Flash Demo: How to submit a medical request in Patient Triage ([youtube.com](https://www.youtube.com))

11. What information should I include in the triage request?

Patients should include as much relevant information as possible in the triage request to help the clinician reviewing their request prioritize and direct it accordingly.

12. How was this FAQ developed?

This FAQ was created following feedback from our Patient Participation Group (PPG), which canvassed their virtual patient group for input on this new direction. The PPG can be contacted at jhs.patients.group@nhs.net.

For further information and support, please refer to the resources available on our practice website.

Dr Mallard-Smith and Partners

NEW STAFF ANNOUNCEMENT

Dear Patients,

We are delighted to introduce Sarah, our newest team member, who joins us as our practice paramedic. Sarah comes to us with a wealth of experience and dedication to patient care, and we are thrilled to have her on board.

Sarah will play a pivotal role in our practice, focusing on two key areas: supporting patients with minor illnesses and providing comprehensive care for our housebound patients. As a community paramedic, Sarah will conduct thorough reviews of patients presenting with minor ailments, ensuring they receive timely and appropriate care. Her expertise will allow for quicker assessments and treatments, reducing waiting times and enhancing the overall efficiency of our services.

In addition to this, Sarah will be an invaluable asset to our housebound patients, undertaking community visits to support both clinical and social decision-making. Her role is essential in providing personalised care, managing chronic conditions, and ensuring that our patients receive the support they need in the comfort of their own homes.

The addition of Sarah to our team will significantly enhance our ability to deliver smooth and seamless services. By addressing minor health concerns promptly and effectively, she will help to free up our doctors and nurses to focus on more complex cases, ensuring that all our patients receive the highest standard of care. Moreover, Sarah's work with housebound patients will foster a more integrated approach to healthcare, bridging the gap between clinical care and social support.

We are confident that Sarah's contributions will make a positive impact on our practice and improve the overall experience for our patients. Please join us in welcoming Sarah to our team and feel free to say hello when you see her around the practice or during her community visits.

Warm regards,

Dr Mallard-Smith and Partners

Most pharmacies can help you with **seven common conditions** without needing a GP appointment



- **Sinusitis**
(adults and children aged 12 years and over)
- **Sore throat**
(adults and children aged 5 years and over)
- **Earache**
(children and young adults aged 1 year to 17 years)
- **Infected insect bite**
(adults and children aged 1 year and over)
- **Impetigo**
(adults and children aged 1 year and over)
- **Shingles**
(adults aged 18 years and over)
- **Urinary tract infection**
(women, aged 16 to 64 years)



Ask your pharmacy for more information about this free* NHS service

**Visit your
Pharmacy First!**



Pharmacy First

A new service to help you be seen more quickly is now up and running. Our practice will now be using Pharmacy First as a first point of call for on the day minor illness support of minor conditions.

We are introducing a new, same-day, GP community pharmacist consultation service to help you receive quality care and support for minor health conditions, more quickly by accessing care from your community pharmacist.

This is for minor illnesses such as: -

- Ankle, foot, knee, lower leg or arm swelling or pain
- Athlete's foot
- Allergic reactions
- Bites or stings
- Coughs and colds
- Eye infections
- Headaches
- Lower back pain
- Mouth ulcers and blisters
- Rashes
- Sore throat
- Shoulder pain
- Sinusitis
- Earache
- Impetigo
- Urinary Tract Infections



YOU DO NOT NEED TO COME THROUGH THE GP PRACTICE TO ACCESS THIS FACILITY, SIMPLY VISIT YOUR LOCAL PHARMACY TO ACCESS THIS SERVICE.

Community pharmacists are highly qualified and experienced in providing clinical advice and care (including recommending over the counter treatments) for minor illnesses and conditions. They will offer you a same-day consultation via the phone, or in person, which can be arranged quickly and at a time to suit you.

Your pharmacist will take your medical history, ask about your symptoms and any current medication you might be taking. Following the consultation, the pharmacist will offer you self-care advice and if appropriate, offer you an over-the-counter product. The pharmacist will make a record of the outcome of your consultation and send it to your GP.

If having given you advice/treatment, your pharmacist identifies you need further specialist help your pharmacist, will be able to refer you back to your GP, or onto another health service for support.

Community pharmacists have already successfully seen thousands of patients for a consultation for a minor condition, following a call to NHS 111 and through GPs around the country who have been piloting this service.

Evidence from these pilots shows advice provided by community pharmacists results in the same outcome, as if the patient went to see their GP, or attended an emergency department.

Advantages for patients using the new GP Community Pharmacist consultation service.

- Community pharmacies are local, open longer hours than the GP practices and can offer you the same consultation outcome at a time that is more convenient for you either on the phone, in person or through a video consultation
- If the pharmacist thinks you need to see the GP or other health professional, they can help arrange an urgent appointment for you.
- This will help ensure as patients you receive the right care, in the right place, with the right person and at the right time.
- Introducing this new service, frees up GP appointments for those people with more complex symptoms who really need to see a GP.

PREVENT THE SPREAD OF THE FLU

Besides getting vaccinated, the CDC recommends taking these steps:



■ **Avoid contact** with sick people.



■ If you have flu-like symptoms, **stay home** until 24 hours after the symptoms disappear.



■ Disinfect surfaces and **wash your hands** often with soap and water.



■ **Avoid touching** your eyes, nose and mouth, as germs spread faster that way.



■ **INSTEAD,** cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue away.

Café 23

Little Chalfont Area Dementia Support

Registered Charity no. 1205241

Café 23 is located in Old Amersham and offers a welcoming, enjoyable meeting place for people living with dementia and/or memory loss, and for those caring for them, in an informal, friendly environment.

We strive to improve well-being by providing a place to chat, ask questions and share information. Our café is a place to relax, to reminisce and to make friends and share experiences. Our trained volunteers will look after your needs and will aid and engage with you in many varied activities such as, craft, art, games, poetry and singing or simply to be there to lend an ear.



Where: Amersham Town Football club, Spratleys Meadow, School Lane, Old Amersham HP7 OEJ

When: Every Wednesday from 10:30am to 12:15pm. Please contact us to arrange an introductory visit.

Contact: Little Chalfont Area Dementia Support on 07747 842341

Email: lcdementiahelp@gmail.com

Please visit our Facebook page.

The Grant Foundation



Rotary



Community Board
Amersham and
Villages



Plus Finance Limited
Unit 3, Pressmore Farms Barns
Ashley Green Road, Chesham, Bucks, HP8 3PF
www.plusfinance.co.uk



Fitout Finance Specialist | Office | Hospitality | Commercial

About us:

Café 23 and **Café 22** in Little Chalfont are part of Little Chalfont Area Dementia Support charity. Our charity was established in December 2023 to support the needs of those living with dementia in our local area and to develop a positive approach to dementia. Through the huge success of **Café 22** and, more recently, **Café 23** it has become apparent that there is an overwhelming need for more support for those affected by dementia.

Our board of trustees comprise a retired medical doctor and a committed team whose diverse skills and progressive attitudes have been instrumental in moving our charity forward. We are governed by our charity constitution and policies, which include safeguarding, equal opportunities and privacy. We maintain links with social prescribers and our network of support includes a Dementia Champion and the Alzheimer's Society.

The charity has undertaken appropriate risk assessments to ensure compliance with all necessary health and safety rules (including first aid regulations), food hygiene rules and COVID safety recommendations. In addition, all our volunteer staff are suitably trained.

The launch of this initiative has been backed by the Little Chalfont Community Association with funding support from Little Chalfont Parish Council, the Grant Foundation, the Amersham and Villages Community Board, Paradigm Housing, Mcarthy Stone, the Rotary Club of Amersham and Heart of Bucks, to name but a few.

If you would like to find out more about us, would like to offer your help or make a donation, please contact us using the details on the previous page.



THE PRINCES CENTRE
AWARD WINNING DAYCARE

BOPAG
Empowering Older People in Bucks

The Golden Years

FREE ACTIVITIES INFORMATION DAY

**30TH SEPTEMBER, 2024
10AM - 1PM**

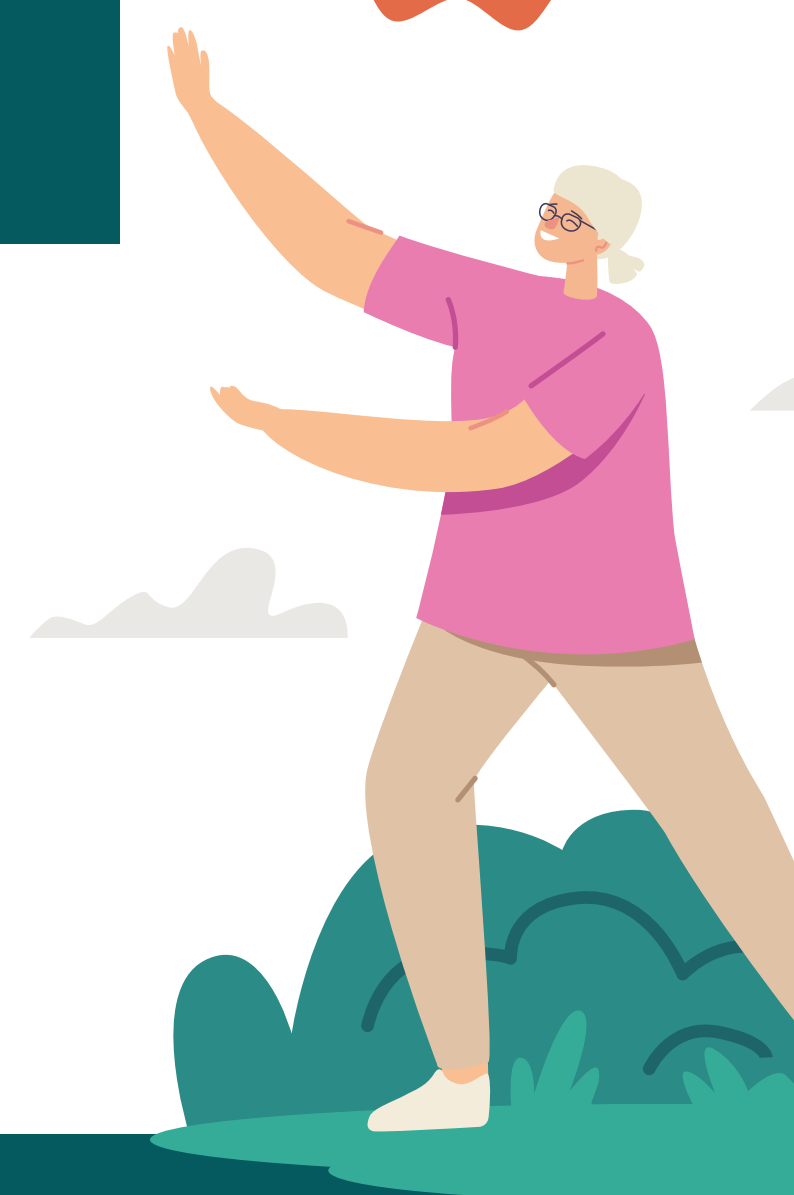
High Wycombe library, HP11 2DH

in collaboration with



**AGE
FRIENDLY
BUCKS**

TRY
SOMETHING
NEW!



FREE
REFRESHMENTS
AND GOODY
BAGS

JOIN US FOR THIS FREE EVENT TO FIND
OUT WHAT GROUPS AND ACTIVITIES
ARE AVAILABLE IN YOUR LOCAL AREA.

Live demonstrations

Chair yoga. Bowls. Tai Chi. Choir.

We will also be joined by

PROBUS. ARC Social prescribers. Wycombe
Wanderers. Men with Machines. U3A. NHS digital
cafe. MindSnaps. Accessible Boating.
and many more...



Buckinghamshire
Council

Buckinghamshire
ageUK

u3a learn,
laugh,
live
Chiltern

Over 90
Groups to
choose
from

Art
Literature
Craft

Outdoor
Activities
& Sport

Music
Film
Drama

Computers
Tech
Science

Indoor
Exercise
& Sport

Languages

History
Current
Affairs
Culture

Not in full-time
employment?

Come and find out
what's on offer!

Join on
the day
for £14

Open Day !

Chiltern Lifestyle Centre, Amersham
Saturday September 14th, 10am - 4pm

www.chiltern-u3a.org.uk





| **JHS Patient Participation Group**
| *The Patients' Voice*

New GP appointment system



The new online arrangements have been operating for a couple of months now. The patient group welcomes feedback from fellow patients so we can keep the surgery informed of patient views.

If any patients have any feedback, please get in contact with us in the patients group. If you email jhs.patients.goup@nhs.net your email will only be read by Mike Etkind, the group chair. And if he raises any of your issues with the surgery he won't give any information that could identify you.

The patients group will also be conducting our annual patients group survey this autumn and will be asking for views about online triage. The survey goes to around 400 patients who have agreed to be contacted by the group – just send an email to the above address if you'd like to be added to our list.



GP 'collective action'



As of 1st August the surgery has stopped providing services not covered by their NHS contract. This is action sanctioned by the British Medical Association.

The surgery published a notice explaining their action. You can find the link to it on the [latest news](#) page on the surgery website. NHS England has produced guidance for patients about the collective action [here](#).

As with the item above, the patients group is available if anyone wants to provide feedback on their experiences since 1st August.



Results of national GP patient survey

Each year the NHS surveys patient opinion at every surgery in England. The results from the 2024 survey for John Hampden are below, including comparison with previous years and the national average.



You can find the full survey results for all GP surgeries in England [here](#). In 2024 the survey questions changed quite a bit. The table below shows the answers from John Hampden (JHS) patients to the questions asked in 2022 and 2023 which were continued in 2024. Also shown are the 2024 results for Bucks, Oxon and W Berks (ICS) and for England.

The surgery results for all the questions in the survey are better than the national average. 90% of John Hampden patients who responded said their overall experience of the practice was good.

	JHS 2022	JHS 2023	JHS 2024	ICS 2024	National 2024
Find it easy to get through to practice by phone	92	85	88	53	50
Usually get to speak to preferred GP when want to	52	60	54	46	35
Offered choice of appointment [time/day] when last tried to make one	79	54	57	53	53
Healthcare professional was good at listening to them during appointment	93	92	96	88	85
Healthcare professional saw or spoke to was good at treating them with care and concern	92	94	98	87	84
Were involved as much as wanted to be in decisions about their care + treatment	90	92	99	92	90
Had confidence and trust in healthcare professional saw or spoke to	94	96	100	93	93
Felt their needs were met	92	92	95	91	91
Have had enough support from local services/organisations in last 12 months	68	82	71	70	65
Describe their overall experience of the practice as good	88	78	90	75	71

GP services
 Making an appointment
 Your last appointment
 Your health
 Overall experience



Coming up are:

ADHD Awareness Month - [link](#)



World Osteoporosis Day - [link](#)



Pancreatic Cancer Awareness Month - [link](#)



Back Care Awareness Week - [link](#)



Contact the patients group



As always, we can be reached at jhs.patients.goup@nhs.net

Protect yourself against respiratory syncytial virus (RSV)



What is respiratory syncytial virus (RSV)?

RSV is a common respiratory illness that's present all year round, but cases peak in the winter. It may occasionally result in severe lower respiratory infections such as pneumonia (infection of the lungs) and other life-threatening conditions. Last year there were over 1,000 RSV cases in adults aged 75 and over.

The symptoms of RSV

The symptoms of RSV can include:

- **a runny nose and sneezing**
- **loss of appetite**
- **cough**
- **shortness of breath**
- **fever**

Most people recover after 2-3 weeks, but RSV can cause severe illness, leading to complications and admission to hospital. The number of people aged over 75 being admitted to hospital with RSV has been increasing in recent years.

Who is eligible for the RSV vaccine?

Everyone turning 75 years old on or after 1 August 2024, up to and including 31 July 2025, will be offered the RSV vaccine this year.

For the first year of the programme, the vaccine will also be offered to those who are already aged 75 to 79 years on 1 August 2024.

This means you'll be offered the vaccine if your date of birth is between 2 August 1944 and 31 July 1950 inclusive.

How effective is the vaccine?

Getting the vaccine is the best way to help protect yourself against infections caused by RSV. The vaccine has been shown to reduce the chance of you suffering from RSV infection. As with all medicines, no vaccine is completely effective and some people may still get RSV despite having a vaccination. If you do get RSV, it should be less severe. In clinical studies, the RSV vaccine provided good protection for at least two years, and is expected to last longer.

How is the vaccine given?

The RSV vaccine will normally be given as an injection in the upper arm. It is not live and does not cause RSV.

Can the RSV vaccine be given at the same time as other vaccines?

Speak to your vaccinator so they can advise what is best for you. They will be able to tell you when you may be invited for other vaccines.

Is the vaccine safe?

All medicines (including vaccines) are tested for safety and effectiveness before they are allowed to be used. Once they are in use, the safety of vaccines continues to be carefully monitored.

Side effects of the RSV vaccine

Any side effects are usually mild and disappear within a few days. Side effects can include:

- **pain, swelling or redness at the site of injection**
- **headache**
- **feeling sick**
- **tiredness**

Other side effects are rare.

Are there any reasons why I should not have the vaccine?

There are very few people who cannot have the vaccine. People who have had a confirmed severe allergic reaction (anaphylaxis) to any of the vaccine ingredients or a previous dose of the same vaccine should seek advice from their health professional.



For more information on vaccine ingredients, and links to the patient information leaflet, visit www.nhsinform.scot/rsv-adult



Reporting side effects

You can report suspected side effects of vaccines and medicines through the Yellow Card Scheme at www.mhra.gov.uk/yellowcard, by using the Yellow Card app, or by calling **0800 731 6789**.

Further information

You can visit www.nhsinform.scot/rsv-adult for more information. You can also talk to a health professional, or call the NHS inform helpline on **0800 22 44 88**.



Translations



Easy read



BSL



Audio



Large print



Braille

Information correct at time of publication.
For more information, including other formats and translation support:



www.nhsinform.scot/rsv-adult



phs.otherformats@phs.scot



0131 314 5300



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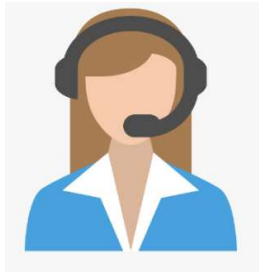
Corporate member of
Plain English Campaign
Committed to clearer
communication

489



DATA DASHBOARD

This is our latest service report for patients, from 1st July 2024 – 30th September 2024.



6511 Answered Calls



1373 Total Booked Appointments + 1548 patients have successfully used our new triage system since the 29th of July 2024.



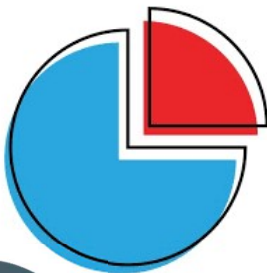
14 Staff Members, 6.4 Full Time Equivalent.



524 Planned Telephone Appointments



991 Face to Face Appointments, 72% of all appointments booked.



Patient Feedback

- Very Good / Good –90%
- Neither Good, nor Poor – 4.5%
- Poor – 3.5%
- Very Poor – 1.5%
- Don't know – 0.5%



136 Patients DIDN'T ATTEND BOOKED APPOINTMENTS!

(9.9% of appointments wasted)

PLEASE TELL US IF YOU CAN'T ATTEND SO OTHERS CAN BE SEEN



26 Hours of Planned GP Appointments over and above the normal 8:30am – 6pm working day.



Presently serve 3700



1933 Prescriptions Issued